

Purpose

Job aid to enhance the customer's experience by providing a proactive communication with the customer after the assigned Technical Claims Adjuster has made 1st contact with the repair facility.

Teams Impacted

- Technical Claims Adjusters
- Customer Service Callback Portal Team

Procedure

1. Once the powertrain claim assignment has been made by general claims, the claim is sent/tasked to you as a new powertrain claim. Your next step is to make your 1st contact with the repair facility to go over the powertrain portion of the claim.
1st contact needs to be a 2-way conversation with the repair facility. Leaving a voicemail or sending an email does not count as a 1st contact. You must connect with the shop and have a conversation either via phone or via email.
2. All normally required claim documentation must be made at this time during the claim.
3. Once the 1st contact with the repair facility has been made and the claim has been properly documented. You must next send an open portal note to the callback portal.
 - a. Example callback portal note: First contact has been made with the repair facility. Please contact the customer and update them on the status and requirements of the claim. Please request service records and collect the customer's statement.

Please make sure that the claim is properly documented so the callback team can properly communicate with the customer.

Approval & Revision

Date Created 3/10/2022	Created By Johnnie Martinez	Date Approved 3/10/2022	Approved By Jason Dolan	
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Job Aid: Powertrain Point of Contact
